

Criticism of Correlated Issues in Managing Hotel Maintenance for Smarter Cities

K Chan (Hong Kong SAR, China)

Key words: Cost management; Land management; Professional practice; Quantity surveying; Standards; Smarter cities, skill transformation, financial control, competitive advantages, outsourcing strategies.

SUMMARY

Through this research, the existing hotel maintenance practices of Hong Kong would be explored, covering the maintenance performances assessment, considerations for outsourcing, and attitude towards multi-skilling; with respect to the maintenance management decision making criterion, and considering the extent of outsourcing and deploying multi-skilling for current in-house work force. There seems a dilemma on the extent of outsourcing, direct staffing, and transformation to multi-skilling, or even in-sourcing. However, mitigating cost with higher quality output in fulfilling customers' satisfaction are the critical actions in managing a hotel effectively, especially in a highly demanding and competitive business environment. The variables, interrelations, barriers, important factors in formulating outsourcing strategies and tactics will be examined; by means of quantitative approach, with primary and secondary data. Statistical analysis will be implemented to verify the correlations and reliability between the crucial factors identified; in order to further enhance better professional contractual and cost management. With these data and analysis, it's hoped to formulate some general outsourcing strategies, guidelines and practices to enhance better maintenance management in the hotel sector.

Criticism of Correlated Issues in Managing
Hotel Maintenance for Smarter Cities

(9775)

K Chan (Hong Kong SAR, China)

FIG Working Week 2019

Geospatial information for a smarter life and environmental resilience

Hanoi, Vietnam, April 22–26, 2019